	Weekly Report	7/31/2021	7/24/2021	7/17/2021	7/10/2021	7/3/2021	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sept	August	July	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	4,245	3,556	2,532	1,819	1,382	3,222	2,377	2,136	2,922	9,841	26,650	23,507	15,654	8,963	4,925	5,409	2,316	120,958
	# Indexes Complete	2,631	2,224	1,699	1,268	1,014	2,325	1,765	1,651	2,277	7,873	21,001	18,516	12,511	7,847	4,380	4,513	1,598	94,974
	% Indexes Complete	62.0%	62.5%	67.1%	69.7%	73.4%	72.2%	74.3%	77.3%	77.9%	80.0%	78.8%	78.8%	79.9%	87.5%	88.9%	83.4%	69.0%	78.5%
	# Indexes unreachable (Max Attempts)	1,561	1,286	813	534	358	864	602	473	624	1,896	5,476	4,749	2,947	982	494	809	651	24,702
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	36.8%	36.2%	32.1%	29.4%	25.9%	26.8%	25.3%	22.1%	21.4%	19.3%	20.5%	20.2%	18.8%	11.0%	10.0%	15.0%	28.1%	20.4%
	# Indexes Attempted calls (all completions + at least 1 attempt)	4,245	3,553	2,532	1,819	1,382	3,222	2,377	2,136	2,922	9,841	26,548	23,507	15,647	8,963	4,925	5,407	2,312	120,924
	Average time from Index Received to Index Reached	0.02:19:12	0.03:07:20	0.02:32:12	0.01:46:48	0.00:56:41	0.02:35:52	0.02:40:17	0.01:58:51	0.05:37:42	0.04:54:30	0.07:48:21	0.08:10:09	0.17:52:40	0.09:09:07	0.08:26:12	0.09:18:10	0.11:49:53	0.10:08:29
	Average Index Handle Time	0.00:14:40	0.00:15:15	0.00:15:22	0.00:15:10	0.00:15:48	0.00:15:46	0.00:16:16	0.00:15:02	0.00:15:29	0.00:11:03	0.00:10:05	0.00:09:50	0.00:09:05	0.00:10:21	0.00:11:23	0.00:10:48	0.00:10:52	0.00:10:50
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	60.5%	60.0%	64.1%	67.9%	72.6%	70.0%	76.6%	76.0%	76.3%	76.0%	73.2%	71.2%	56.6%	81.0%	83.2%	78.4%	62.6%	70.9%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.5%	99.1%	100.0%	100.0%	99.9%	70.0%	98.9%	99.5%	99.6%	99.9%	98.0%
Contacts	# contacts generated	4,663	3,938	2,906	2,051	1,806	4,372	3,822	3,646	4,917	18,191	38,310	35,423	29,780	20,718	12,680	9,540	3,326	203,281
	# contacts generated per Index Complete	1.8	1.8	1.7	1.6	1.8	1.9	2.2	2.2	2.2	2.3	1.8	1.9	2.4	2.6	2.9	2.1	2.1	2.1
	# contacts complete	3,385	2,839	2,296	1,624	1,494	3,540	3,099	3,063	4,079	15,120	31,706	28,903	21,838	16,801	11,101	8,007	2,129	163,807
	% contacts complete	72.6%	72.1%	79.0%	79.2%	82.7%	81.0%	81.1%	84.0%	83.0%	83.1%	82.8%	81.6%	73.3%	81.1%	87.5%	83.9%	64.0%	80.6%
	# contacts unreachable (Max Attempts + missing phone numbers)	1,261	1,088	589	427	310	831	723	583	838	3,071	6,363	6,057	7,250	3,740	1,383	1,369	1,118	37,685
	% contacts unreachable (Max Attempts + missing phone numbers)	27.0%	27.6%	20.3%	20.8%	17.2%	19.0%	18.9%	16.0%	17.0%	16.9%	16.6%	17.1%	24.3%	18.1%	10.9%	14.4%	33.6%	18.5%
	# contacts attempted calls (all completions + at least 1 attempt)	4,663	3,938	2,906	2,051	1,806	4,372	3,822	3,646	4,917	18,191	38,310	35,421	29,718	20,718	12,666	9,538	3,326	203,258
	Average Time from Contact Generated to Contact Reached	0.03:46:36	0.05:12:32	0.01:56:42	0.01:50:06	0.00:50:20	0.02:23:19	0.02:42:59	0.01:25:46	0.01:30:31	0.05:40:18	0.05:29:52	0.07:21:39	0.15:19:57	0.14:23:17	0.08:27:03	0.05:44:36	0.16:45:28	0.09:49:10
	Average Contact Handle Time	0.00:11:23	0.00:11:39	0.00:10:57	0.00:10:26	0.00:10:06	0.00:10:09	0.00:10:58	0.00:10:49	0.00:10:25	0.00:09:23	0.00:09:41	0.00:09:41	0.00:09:07	0.00:09:29	0.00:10:14	0.00:10:11	0.00:09:44	0.00:09:42
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	70.4%	70.3%	77.2%	78.0%	82.7%	79.1%	83.9%	83.4%	82.4%	81.4%	78.8%	66.4%	52.8%	74.2%	83.1%	78.6%	61.6%	75.6%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	100.0%	99.9%	99.7%	75.0%	98.1%	99.1%	99.8%	99.8%	98.3%
	Average Time from receipt of initial case name to full completion of all related contacts	0.09:38:14	0.12:32:10	0.07:20:02	0.06:33:50	0.03:39:13	0.08:22:13	0.10:42:39	0.08:05:35	0.10:39:09	1.01:59:46	0.19:13:00	0.22:31:54	1.20:58:11	1.17:05:29	1.08:18:47	0.22:59:50	1.12:01:09	1.09:17:31

Week Ending